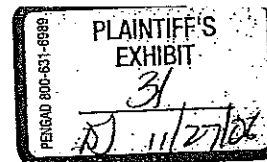


Exhibit 11

NYU
Medical
CenterEMPLOYEE PERFORMANCE
REVIEW AND PLANNING FORMNEW YORK UNIVERSITY
MEDICAL CENTERNAME OF EMPLOYEE: Robert StephenPosition Title: Supervisor

Social Security #: _____

Unit: TischDate of Hire: 4-14-97Department: Building ServiceYrs. in Present Position: 3 yearsPeriod of Review (dates) 1, 7, 2000 to 3, 8, 2001Purpose of Review: ☐ Probationary ☒ Annual ☐ Promotion/Transfer ☐ OtherDo you recommend an extension of the probationary period in accordance with Medical Center policy? NO If YES, until what date? _____

HOW TO USE THE CRITERIA-BASED PERFORMANCE REVIEW AND PLANNING FORM

This performance review and planning form has been designed specifically for the position held by the employee being evaluated. Please make sure you are using the correct evaluation form based on the employee's position description. The position title is listed at the top of each page of the appraisal form.

The criteria-based performance appraisal form is comprised of two sections.

Section I - consists of the performance criteria which are taken directly from the employee's position description. The employee should be rated on each performance criteria utilizing the following rating scale:

Performance
Definitions

3

* Exceeds requirements - performance regularly exceeds normal expectations and job requirements.

2

Meets requirements - Performance regularly meets normal expectations and job requirements.

1

* Fails to meet requirements - Performance fails to meet normal expectations and job requirements.

N/A

Does not apply

* Any rating above and/or below "2" MUST be accompanied by an explanatory statement in the COMMENTS column.

After rating the employee on each performance criteria, a "Performance Summary" rating must be given on your assessment of this employee's overall level of performance.

Section II - consists of a PLAN OF ACTION/GOALS for employee development and/or improvement. Complete the first column by listing the areas where the employee can:

- develop his/her capabilities for future opportunities and growth (ex., skills training, continuing education, etc.)
- improve areas of weakness in order to correct deficiencies in performance.

Next establish mutually agreed upon (between supervisor and employee) steps the employee is expected to take in order to achieve the stated goals and the date(s) by which the employee is expected to complete these steps.

A FOLLOW-UP PLAN may be necessary in order to monitor the progress of the employee in achieving the goals listed. This usually occurs after a short term has elapsed following the formal evaluation (2-3 months). The purpose is to guide the employee in achieving the stated goals. The date(s) of subsequent meetings and their outcome should be documented.

(1 - copy to Employee, 1 - copy for departmental files, 1 - copy to Personnel)

76-18 (XIV) 3/83

CONFIDENTIAL

N 0164

Name of Employee: Robert Stephen # SPV-16001/OS1 Supervisor-Building Service Building Service

PERFORMANCE CRITERIA:		3	2	1	N/A	COMMENTS
I. SCHEDULING STAFF						
A.	Defines the expected outcome and time of completion of daily duties to the employee.	✓				Knows time of employee's activities and productivity through the shift management report.
B.	Clearly communicates the objective of the assignment to the employee.	✓				Has an excellent follow up system, therefore outcome not positive
C.	Institutes appropriate follow-up with the employee to ensure that the desired outcome is reached.	✓				
D.	Assigns work in order to accomplish goals in a timely fashion and makes allowances for individual initiative.	✓				
E.	Solicits feedback from the employee to ensure the assignment is understood.	✓				
F.	Allocates resources appropriately so that the task can be accomplished.	✓				
G.	Informs the employees of their assignment immediately upon reporting to work or in advance.	✓				
H.	Distributes assignments equitably.	✓				
I.	Conducts patient interviews to ascertain quality of service.	✓				
II. STAFF EVALUATION, COUNSELING AND PERSONNEL RELATED ACTIVITIES						
A.	Recognizes the need to counsel subordinates and performs counseling in a timely fashion.	✓				Follows the disciplinary process
B.	Explains to the employee clearly what his/her responsibilities are and the standards of performance.	✓				Does an excellent job of orienting new employees and making sure they follow standards
C.	Offers guidance for improving performance to the employee.	✓				

CONFIDENTIAL

N 0165

SPV-16001/OS1 Supervisor-Building
Service
Building Service

PERFORMANCE CRITERIA:		3	2	1	N/A	COMMENTS
II.	STAFF EVALUATION, COUNSELING AND PERSONNEL RELATED (cont'd) ACTIVITIES					
	D. Disciplines subordinates, when necessary, in accordance with Human Resources policies and procedures and the Collective Bargaining Agreement.	X				Follows the disciplinary process in a firm, fair way
	E. Brings to the employee's attention areas of performance needing improvement as soon as they are recognized with a plan and a time frame for correction.	X				Very prompt.
	F. Approaches the performance review process constructively and conducts it in accordance with personnel and departmental guidelines and procedures.	X				Always on time
III.	STAFF DEVELOPMENT					
	A. Plans the training and development of staff in advance of implementation.	X				Improve staff is fully trained before employees work by him - self or help.
	B. Trains staff members effectively and maintains detailed records of performance and training status of probationary employees.	X				
	C. Ensures that policies and procedures are up-to-date and are posted behind all attendants' closet doors.				X	
IV.	PLANNING AND PROCEDURE DEVELOPMENT					
	A. Communicates the need for new policies and procedures to superior in a timely manner.	X				Any modifications on VIP are always presented by him. Informer are that subordinates are made when needed.
	B. Submits reports/plans, which are requested by superiors, on time.	X				
	C. Develops short and long range plans for the accomplishment of goals; addresses all contingencies in a plan.	X				

CONFIDENTIAL

N 0166

SPV-16001/OSI Supervisor-Building
Service
Building Service

PERFORMANCE CRITERIA:

IV. PLANNING AND PROCEDURE DEVELOPMENT (cont'd)	3 2 1 N/A				COMMENTS
D. Communicates the reason for a delay in accomplishing a plan to the supervisor within a reasonable time.	✓				
E. Utilizes audit results, quality assurance reports and accident reports to improve the quality of service.	✓				
V. COST CONTAINMENT					
A. Evaluates practices and identifies areas of excessive supply usage and equipment abuses which could lead to high costs.	✓				Always on top of equipment. We make sure that equipment gets repaired and is in good order.
B. Arranges work to reduce or avoid overtime.	✓				Does a great job reducing overtime by using part-timers.
C. Uses supplies efficiently.					
D. Uses equipment efficiently and ensures that equipment is in good working condition, is cleaned and stored in a secure area.	✓				
VI. REPORTS/DOCUMENTATION					
A. Reports daily the activities of all employee under his/her supervision; also, any incidents that have occurred.	✓				Has good rapport with his manager.
B. Composes related and required information in a neat and well written manner utilizing department forms whenever applicable.	✓				
VII. PERFORMANCE IMPROVEMENT					
A. Tours each area regularly, covering each assigned area to observe cleaning crews and to determine compliance with instructions and quality of work.	✓				Manager understands his area of responsibility - He is very good.

CONFIDENTIAL

N 0167

SPV-16001/OSI Supervisor-Building
Service
Building Service

PERFORMANCE CRITERIA:		3	2	1	N/A	COMMENTS
VII. PERFORMANCE IMPROVEMENT (cont'd)						
B.	Inspects each area to ensure that all safety, health, and sanitation regulations are met in accordance with Federal, City, and State regulations.					
VIII. COMMUNICATIONS/RELATIONSHIPS WITH OTHERS						
A.	Respects and maintains the confidentiality of all patients, physicians and hospital related information.					
B.	Cooperates and communicates effectively and harmoniously with own supervisor, management, peers, staff, physicians, other Medical Center personnel, patients, patient's families and the general public in a courteous and professional manner.					
C.	Communications are well thought out, effective and informative.					
D.	Encourages open communication among staff to resolve problems in his/her areas of responsibility.					
IX. JUDGEMENT/DECISION MAKING						
A.	Demonstrates good managerial judgement by conducting each aspect of supervision in a fair, firm, consistent, and objective manner.					
B.	Makes good judgements which are based on gathering and analyzing, factual and objective data; is able to interpret policies/procedures in order to make a sound independent decision.					
C.	Demonstrates alertness and adaptability to changing patient and employee conditions; responds appropriately.					

Keep me informed of any problems with equipment and visitors.

Will respect by his subordinates and peers.

CONFIDENTIAL

N 0168

SPV-16001/OS1 Supervisor-Building
Service
Building Service

PERFORMANCE CRITERIA:

IX. JUDGEMENT/DECISION MAKING (cont'd)	3 2 1 N/A				COMMENTS
D. Makes decisions in a timely manner.					
X. INITIATIVE					
A. Makes suggestions for positive changes.					
B. Demonstrates independent thinking.					
C. Readily accepts new responsibilities and assignments.					
D. Recognizes when help is needed by others and offers guidance and assistance.					
XI. PLANNING AND TIME UTILIZATION					
A. Work is thought out and planned in advance; is able to successfully implement plan.					
B. Determines priorities; adheres to these priorities with minimal changes.					
C. Demonstrates flexibility in adjusting to the fluctuating needs of the department.					
D. Coordinates own work and the work of the staff to achieve efficiency.					
E. Develops (in writing) programs to utilize equipment more efficiently. Ensures all programs are scheduled in an orderly process.					

Always thinking and making suggestions on how to improve bus service.

Always willing to help.

Very organized and disciplined

Plans work and projects in advance. Does not wait until the last minute

CONFIDENTIAL

N 0169

SPV-16001/OSI Supervisor-Building
Service
Building Service

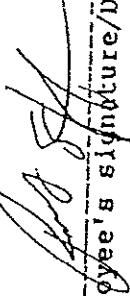
PERFORMANCE CRITERIA:		3	2	1	N/A	COMMENTS
XII. ATTENDANCE/RELIABILITY						
A. Adheres to departmental and Medical Center guidelines concerning safety, rules of conduct, etc., as outlined in the Employee Staff Handbook.						
B. Maintains a professional appearance; wears identification badge and/or uniforms if provided at all times.						
XIII. ADDITIONAL PERFORMANCE STANDARDS						
A. Adheres to departmental and Medical Center guidelines concerning safety, rules of conduct, etc., as outlined in the Employee Staff Handbook.						
B. Maintains a professional appearance; wears identification badge and/or uniforms if provided at all times.						

CONFIDENTIAL

N 0170

Employee's comment:

I have read and discussed the contents
of this evaluation with my supervisor.

Employee's signature/Date:  3/12/01

is review accomplishes, to the best of my knowledge, a periodic performance evaluation based on a
situation description for this employee; and attests to the credentials, physical, and mental
capacity and competence of this employee.

Supervisor's Signature  Date: 3-8-01

pt. Head Signature  Date: 3/13/01

CONFIDENTIAL

N 0171

NEW YORK UNIVERSITY MEDICAL CENTER
DEPARTMENT OF Building Service

2001 SPECIFIC COMPETENCY

NAME: Robert Stephen

PROGRAM	COMPETENCY	VERIFICATION	SIGNATURE OF VALIDATOR	DATE
PBAR System	Demonstrates knowledge of, and ability to accurately operate system	Reads manuals and completes training	<u>[Signature]</u>	3-8-01
Interviewing of Patients	Demonstrates empathy and sensitivity towards patients and their families	Attends customer service training programs	<u>[Signature]</u>	3-8-01
Third Party Payor	Demonstrates knowledge of third party payor operations/ guidelines	Reads insurance carriers' agreements, contracts, newsletters, etc.	<u>[Signature]</u>	3-8-01
Patient's Rights	Demonstrates knowledge of patient's rights to privacy	Attends in-service program	<u>[Signature]</u>	3-8-01
Record Retention	Demonstrates knowledge of medical records procedures	Reads procedural manual	<u>[Signature]</u>	3-8-01

CONFIDENTIAL

N 0172

AGE SPECIFIC COMPETENCIES

Name of Employee: R. Stephen SS#: 067-54-1732
 Department: Building Service Job Title: Supervisor

Meets Standard
Yes No

Neonatal (0-1 year)

Keeps potentially hazardous articles out of reach

☒ ☐

Provides information/explanations to parent/guardian

☒ ☐

Pediatric (1-12 years)

Gives directions in familiar, simple terms

☒ ☐

Maintains surveillance and prevents unsafe exploration

☒ ☐

Provides ongoing information/explanations to parent/guardian

☒ ☐

Adolescent (13-18 years)

Gives directions in familiar, simple terms.

☒ ☐

Directs instructions/information to adolescent and parent/guardian

☒ ☐

Geriatric (70+ years of age)

Speaks slowly and at an adequate volume as needed to ensure effective communication

☒ ☐

Directs instructions/information to family/companion as well as patient

☒ ☐

Comments:

Supervisor's Signature: [Signature] Date: 3-8-01

PERFORMANCE SUMMARY:

Based on the ratings given for each responsibility, including areas indicated for performance improvement, what is your assessment of this employee's overall level of performance.

(check one)

☒ Exceeds performance standards
☐ Meets performance standards
☐ Fails to meet performance standards

Please make any additional comments which you feel are relevant.

Mr. Stephen is a reliable and dependable supervisor. I am sure that when a task is given to him, he will do it and ensure that it is done accurately. Mr. Stephen runs the Escort Service in an efficient and professional manner. Patients are treated throughout the medical center in a safe, rapid, and courteous manner. He maintains good communication with his peers which reflects in the orderly and efficient operation of all three shifts in the Escort Service. He is a team player among his peers. Mr. Stephen has shown that he is a leader with potential. He has an excellent future in our department.

CONFIDENTIAL

N 0174